

# Enterprise Incident Report July 2012

As of 8/1/2012

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Agriculture and Food	Help Desk	Brenda Treadway	1	1
			1	1
		Eileen Dubach	1	1
			1	1
		James Stearns	1	1
			1	1
		Vicky Marrelli	2	2
			2	2
		<b>Assigned to Individual Total</b>	5	5
			5	5
	Metro D Desktop Support	Jon Hager	36	36
			36	36
		<b>Assigned to Individual Total</b>	36	36
			36	36
	Metro D Help Desk	Doug Brown	4	4
			2	2
		John Robinson	1	1
			1	1
		<b>Assigned to Individual Total</b>	5	5
			3	3
	Rural North Desktop Support	Lori Hartzell	1	1
			0	0

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			Low	FCR Total
Agriculture and Food	Rural North Desktop Support	Assigned to Individual Total	10	10
	Voice Operations	Gail Christiansen	10	10
		Assigned to Individual Total	10	10
	Voice/Data/WAN Services	Mike Johnson	20	20
		T Artis	20	20
		Assigned to Individual Total	40	40
	Assigned Group Total		5244	5244
Customer Company Total			5244	5244

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Agriculture and Food	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0
		James Stearns	1 0	1 0
		Vicky Marrelli	2 0	2 0
		<b>Assigned to Individual Total</b>	5 0	5 0
	Metro D Desktop Support	Jon Hager	36 0	36 0
		<b>Assigned to Individual Total</b>	36 0	36 0
	Metro D Help Desk	Doug Brown	4 0	4 0
		John Robinson	1 0	1 0
		<b>Assigned to Individual Total</b>	5 0	5 0
	Rural North Desktop Support	Lori Hartzell	1 0	1 0

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			Low	MIR Total
Agriculture and Food	Rural North Desktop Support	Assigned to Individual Total	1 0	1 0
	Voice Operations	Gail Christiansen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	2 0	2 0
		T Artis	2 0	2 0
		Assigned to Individual Total	4 0	4 0
	Assigned Group Total		52 0	52 0
Customer Company Total			52 0	52 0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Agriculture and Food	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.21	1 0.21
		James Stearns	1 0.18	1 0.18
		Vicky Marrelli	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	5 0.08	5 0.08
	Metro D Desktop Support	Jon Hager	36 0.01	36 0.01
		<b>Assigned to Individual Total</b>	36 0.01	36 0.01
	Metro D Help Desk	Doug Brown	4 0.29	4 0.29
		John Robinson	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	5 0.23	5 0.23
	Rural North Desktop Support	Lori Hartzell	1 0.45	1 0.45

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			Low	ATTIR Total
Agriculture and Food	Rural North Desktop Support	Assigned to Individual Total	1 0.45	1 0.45
	Voice Operations	Gail Christiansen	1 0.06	1 0.06
		Assigned to Individual Total	1 0.06	1 0.06
	Voice/Data/WAN Services	Mike Johnson	2 0.15	2 0.15
		T Artis	2 0.33	2 0.33
		Assigned to Individual Total	4 0.24	4 0.24
	Assigned Group Total		52 0.06	52 0.06
Customer Company Total			52 0.06	52 0.06

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Agriculture and Food	Help Desk	Brenda Treadway	1 0	1 0
		Eileen Dubach	1 0	1 0
		James Stearns	1 0	1 0
		Vicky Marrelli	2 0	2 0
		<b>Assigned to Individual Total</b>	5 0	5 0
	Metro D Desktop Support	Jon Hager	36 0	36 0
		<b>Assigned to Individual Total</b>	36 0	36 0
	Metro D Help Desk	Doug Brown	4 0	4 0
		John Robinson	1 0	1 0
		<b>Assigned to Individual Total</b>	5 0	5 0
	Rural North Desktop Support	Lori Hartzell	1 1	1 1

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			Low	MR Total
Agriculture and Food	Rural North Desktop Support	Assigned to Individual Total	1 1	1 1
	Voice Operations	Gail Christiansen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	2 0	2 0
		T Artis	2 0	2 0
		Assigned to Individual Total	4 0	4 0
	Assigned Group Total		52 1	52 1
	Customer Company Total		52 1	52 1

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Agriculture and Food	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Eileen Dubach	1 0.21	1 0.21
		James Stearns	1 0.18	1 0.18
		Vicky Marrelli	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	5 0.08	5 0.08
	Metro D Desktop Support	Jon Hager	36 0.02	36 0.02
		<b>Assigned to Individual Total</b>	36 0.02	36 0.02
	Metro D Help Desk	Doug Brown	4 0.29	4 0.29
		John Robinson	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	5 0.23	5 0.23
	Rural North Desktop Support	Lori Hartzell	1 7.69	1 7.69

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			Low	ATTR Total
Agriculture and Food	Rural North Desktop Support	Assigned to Individual Total	1 7.69	1 7.69
	Voice Operations	Gail Christiansen	1 1.08	1 1.08
		Assigned to Individual Total	1 1.08	1 1.08
	Voice/Data/WAN Services	Mike Johnson	2 0.98	2 0.98
		T Artis	2 0.40	2 0.40
		Assigned to Individual Total	4 0.69	4 0.69
	Assigned Group Total		52 0.27	52 0.27
Customer Company Total			52 0.27	52 0.27

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### Detail

<b>INC000000542548</b>	Clark Burgess Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000542608</b>	Jenifer Adams Help Desk	Application Brenda Treadway	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000542744</b>	Jenifer Adams Rural North Desktop Support	Application Lori Hartzell	Error Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.45 7.69
<b>INC000000542902</b>	Ramona Skirpstunas Help Desk	Application Eileen Dubach	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.21
<b>INC000000543252</b>	Earnest Heward Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543253</b>	David Basinger Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543254</b>	David Basinger Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000543267</b>	Mohammed Sharaf Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000544666</b>	Therese Aschkenase Metro D Help Desk	None Doug Brown	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000544921</b>	Robert Erickson Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.70
<b>INC000000546644</b>	Cary Wise Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Data Warehouse Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000546656</b>	Karen Parkes Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000546662</b>	Doug Pearson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000546668</b>	Steven Wright Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000546670</b>	Sushma Karna Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000546672</b>	Kristopher Watson Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000546674</b>	David Oberhansley	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000546679</b>	Kristopher Watson	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000546821</b>	Shelly Jensen	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000547460</b>	Kim Concepcion	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000547466</b>	Scott Oldham	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000548762</b>	Thayne Mickelson	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000548764</b>	Claudette Walcott	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000548771</b>	Steven Wright	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000548775</b>	Michelle Jack	Application	Reporting	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000549459</b>	Robert Erickson	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Help Desk	James Stearns	Agriculture and Food	Low Closed	TTR Missed: No	0.18
<b>INC000000549493</b>	Sharon Neves	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000549631</b>	Terrell Thayne	None	None	None	TIR Missed: No	0.28
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Resolved	TTR Missed: No	0.28
<b>INC000000550157</b>	Jan Reinhart	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000550162</b>	Mary Jane Vanderlinden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000550163</b>	Mary Jane Vanderlinden	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000550165</b>	Mary Jane Vanderlinden	Network	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	0.00
<b>INC000000550553</b>	Randy Marshall	Application	Error	Novell GroupWise	TIR Missed: No	0.90
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Resolved	TTR Missed: No	0.90

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<b>INC000000550930</b>	Drew Matthews	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000550937</b>	Grant Tidwell	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000551646</b>	Larry Lewis	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000551646</b>	Larry Lewis	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552575</b>	Sara Lealos	Telecom	Hardware	Telephone		TIR Missed: No	0.53
	Voice/Data/WAN Services	T Artis	Agriculture and Food	Low	Resolved	TTR Missed: No	0.54
<b>INC000000552817</b>	Cody Huft	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000552821</b>	Karen Parkes	Application	Reporting	Loans System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553185</b>	Sara Lealos	Telecom	Dial Tone	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Resolved	TTR Missed: No	1.41
<b>INC000000553449</b>	Trudy Casey	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553464</b>	Trudy Casey	Application	Password	Cash Receipts		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000553619</b>	Sharon Simonson	Telecom	Feature	Telephone		TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Agriculture and Food	Low	Resolved	TTR Missed: No	1.08
<b>INC000000553689</b>	Michelle Jack	Telecom	Call/Receive	Telephone		TIR Missed: No	0.10
	Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Resolved	TTR Missed: No	0.55
<b>INC000000554145</b>	Rebecca Nielsen	Telecom	Feature	Telephone		TIR Missed: No	0.12
	Voice/Data/WAN Services	T Artis	Agriculture and Food	Low	Resolved	TTR Missed: No	0.26
<b>INC000000554718</b>	Kathleen Mathews	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000554829</b>	Steven Wright	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000554848</b>	Linda Lewis	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000555507</b>	Don McClellan	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000555508</b>	Don McClellan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000555511</b>	Brian Tea	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00